

## General Property Claim Form

### YOUR PRIVACY

- We collect personal information about you (including the information you provide in this General Claim Form) to enable us to assess your claim and related purposes. We will, where relevant, disclose your personal information (*other than sensitive information, such as information about your health*) to your adviser (and any licensee or broker he or she represents), to our service providers (including loss adjusters, investigators and solicitors) and other businesses we work with for this purpose. In some cases, we may need to share your information with our related companies overseas, including our head office in Japan.
- Where relevant, to assess your claim we will also disclose personal information collected from you, including sensitive information about you (such as information about your health), to medical practitioners, other health professionals, reinsurers, legal representatives and other consultants we use to help us assess your claim. **By signing this General Claim Form, you consent to those organisations and other professionals collecting, and us disclosing, sensitive information about you for this purpose.**
- A list of the type of our service providers, key business alliances and the consultants we commonly use is available on request.
- If you do not provide the requested information or consent to its collection and disclosure as described above, the assessment of your claim may be delayed or we may not be able to assess your claim.
- We may also disclose personal information about you where we are required or permitted to do so by law.
- In most cases, on request, we will give you access to the personal information we hold about you. Where we are unable to grant you access, we will tell you why.
- This Privacy Statement should be read in conjunction with our Privacy Policy. A full copy of our Privacy Policy can be located on our website at [www.tokiomarine.com.au](http://www.tokiomarine.com.au), or available upon request by contacting our Privacy Officer at the details contained below in this Statement.
- If you would like to find out more about our information handling practices, you can contact us by telephone on 02 9232 2833, email us at [privacy@tokiomarine.com.au](mailto:privacy@tokiomarine.com.au) or write to 'The Privacy Officer' at Tokio Marine & Nichido Fire Insurance Co., Ltd. GPO Box 4616, Sydney, NSW, 2001. Please provide details of your policy number/s and/or claim number where known.

**Please note that you will require Adobe Acrobat to complete this form on your device/computer/laptop**

**PLEASE USE CAPITALS TO FILL IN CLAIM FORM**

# General Property Claim Form

THE COMPANY DOES NOT ADMIT LIABILITY BY THE ISSUE OF THIS FORM.  
IT IS ISSUED TO ENABLE THE INSURED TO LODGE A WRITTEN STATEMENT OF CLAIM.

**Please fill in all relevant sections and sign the declaration on page 3**

<b>Policy Number</b>	<b>Expiry Date</b>	<b>Excess</b>
<b>Name of Insured</b>		
<b>Insured Address</b>		
<b>Contact Person</b>	<b>Postcode</b>	
<b>Contact Person Phone</b>	<b>Mobile Number</b>	
<b>Contact Person Email</b>		

**Goods and Services Tax – to ensure you do not incur any unnecessary GST liability on this claim, please advise your:**

<b>ABN</b>	<b>Entitlement to ITC in respect of</b>	<b>Premium</b>	<b>%</b>
		<b>Claim</b>	<b>%</b>

## Details of Claim

<b>Date of Event</b>	<b>Time</b>	<b>AM</b>	<b>PM</b>
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**Where did the event occur?**  
**(Give correct address)**

**Describe how the incident occurred**

**If Claim for Loss by Burglary or Theft,**  
**describe method of entry:**

**Name(s) and address (es) of person(s),**  
**if any responsible:**

**For Impact damage, please include:**  
**TP Name, Address (if available)**  
**Contact Number, registration number**  
**of vehicle (if applicable).**

**Special Risks, Burglary and Theft, Malicious Damage Claims.**

**Note: Police complaint acknowledgement forms to be attached to all claims of theft or loss.**

Have Police been notified? Yes No

Did the Police attend? Yes No

Police Station Reported to:

Report/Event No:

Have you taken any action to recover or reduce your loss? Give Details if yes.

Is there any salvage?

Are you the sole owner of the property, which is the subject of claim?

Is there any other insurance on the property, which is the subject of claim?

Have you ever filed a claim against any Insurance Company?

Have you ever had any claim declined?

Have you ever had any insurance declined?

**Please Note**

- Make sure you give us all the details about your claim. Attach a separate sheet if you have insufficient space. Please complete schedule on page 4 before signing the claim form (if applicable).
- Send all quotations you have received to repair or replace damaged property or invoices or receipts if the goods have already been repaired.
- If at all possible, keep damaged items available for inspection. Damaged property must not be disposed of until authorised by The Tokio Marine & Nichido Fire Insurance Co., Ltd.

**Evidence of ownership and value**

Please attach your receipts or other documents to establish evidence of ownership and the value of each item. In cases of equipment or property, eg. Computers, television sets, etc, please supply evidence of serial numbers for our confirmation to manufacturers and the police.

**Declaration – Read carefully before signing**

I/We declare that all the particulars stated above and statements made in support thereof are true and correct, that no information relevant to this claim has been withheld, that no other person(s) have an interest of any kind in the said property and that all conditions and stipulations of the policy have been complied with.

I/We hereby claim from the Company in respect of the said loss, damage or accident and declare that the amount claimed above is based on a true value at the time of loss.

Signature

Date

Tokio Marine is a participant in the General Insurance Code of Practice as administered by Australian Financial Complaints Authority (AFCA), formerly known as the Financial Ombudsman Service (FOS).

This independent service is provided to the insuring public at no cost and aims to resolve claims complaints quickly and informally.

You should first take your complaint up with our local manager. In most cases the problem will be resolved easily.

If you are not satisfied with the outcome, you may contact the Australian Financial Complaints Authority (AFCA) for advice and assistance in resolving your claim.

The telephone number is 1800 931 678 . Website: [www.afca.org.au](http://www.afca.org.au)

## Schedule of Property

Description of property lost or damaged (state each article/item separately)	When & where purchased	Purchase Price	Present cost of replacement	Amount claimed
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**Total Amount  
Claimed**